

Female F

**“nothing really life-changing”**

As a volunteer and paid employee involved in sport events internationally, she was motivated to be part of the HCV programme more out of curiosity - “I’m here to work for ten months in Glasgow but I don’t know many people in the city, and it’s not my city, I’m not in love with Glasgow, so I decided to do that to do something in the weekend during the Commonwealth Games and have an experience because I’m working in the field of events so it’s always a good thing to see how it works in other companies or other associations, organisations”.

**Pre-Games expectations** were expressed in terms of “fun time”, “special memories” and a chance to discover what Glasgow is like during the event.

**Games time experiences** were worse than expected and dampened (despite the enthusiasm around her) by the lack of information and commitment. She expressed that as “from my point of view it was too boring ... maybe because of the fact we didn’t have too much information to handover so we were just waiting, we couldn’t be proactive and we couldn’t go to people being exciting about because we didn’t know about what to be excited”.

They also found it difficult to feel part of the event “people are happy to see us when they have some questions, but I think it is hard for people to see that sometimes we are here and we can help them, because, you know, We don’t have the Commonwealth Games uniform, so we have something with ‘host city volunteers’ but it doesn’t mean a lot ... it’s like you are not part of the Commonwealth Games so why I should ask you”.

**Post-Games reflections**

The HCV role: with their experience of events, she was more negative about the HCV role “the training was not really useful, to be honest, because it was more about ways of acting, like, common sense things... but we didn’t get like, information about events, games properly, roads closed”.

Myself: “the main positive thing for me is that is going to help in in my job because it’s what I’m doing ... organising events and having many people together so I could really see how it was working, how people were interacting to each other”.